

CHUCK E. FOCUS

- Celebrate Accomplishments - Share Knowledge - Spread Culture -

Company Wide Sales Growth

Restaurant	2018	2019	YOY%
Concord, NC #381	\$15,147	\$30,446	101.0%
Hickory, NC #382	\$11,891	\$23,224	95.3%
Albermarle, NC #039	\$7,716	\$14,998	94.4%
Columbia, SC #967	\$11,917	\$21,767	82.7%
Gastonia, NC #635	\$12,356	\$22,137	79.2%
Pineville, NC #064	\$18,302	\$30,541	66.9%
Bridgeville, PA #535	\$18,836	\$30,092	59.8%
Lafayette, IN #673	\$12,756	\$20,121	57.7%
Streamwood, IL #059	\$29,226	\$44,563	52.5%
W. Mississauga, ON #836	\$30,613	\$46,016	50.3%

District Sales Growth

District	Region	WTD%
Hashem Saadat	Southeast	73.4%
Frank Cassar	Western	33.7%
Nestor Rivera	Southeast	31.4%
Eric Montes	Northeast	20.5%
Chad Estrada	Northeast	15.9%
Dustin Gasper	Northeast	15.0%
Troy Watring	Northeast	13.3%
James Hamblen	Southeast	12.5%
Shawna Vazquez	Northeast	11.7%
Joe Ramos	Northeast	11.5%

Birthday Sales Growth

Restaurant	2018	2019	WTD%
Nanuet, NY #849	11.5%	29.7%	18.1%
Virginia Beach, VA #548	5.8%	23.6%	17.8%
Regina, SK #872	5.1%	22.7%	17.6%
Staten Island, NY #494	12.7%	28.7%	16.0%
Cool Springs, TN #365	14.4%	29.7%	15.3%
Calgary, AB #874	22.8%	37.8%	15.1%
Columbia, SC #967	6.9%	21.7%	14.8%
Texarkana, AR #570	9.5%	23.9%	14.4%
Savannah, GA #605	6.3%	20.7%	14.4%
Amherst, NY #840	11.1%	24.4%	13.4%

Tesser Remodels Sales Growth

Restaurant	2018	2019	YOY%
Foothill Ranch, CA #371	\$22,118	\$33,893	53.2%
Grand Rapids, MI #828	\$21,761	\$29,436	35.3%
Portage, MI #327	\$14,017	\$18,629	32.9%
Greece, NY #839	\$17,873	\$23,556	31.8%
Stockton, CA #631	\$27,413	\$33,234	21.2%
Bakersfield, CA #041	\$49,161	\$59,494	21.0%
Willowbrook, TX #585	\$46,965	\$56,186	19.6%
Pensacola, FL #065	\$21,578	\$25,769	19.4%
Buford, GA #616	\$27,552	\$32,727	18.8%
Paducah, KY #113	\$18,349	\$21,605	17.7%



Team Houston could not be more excited, as they celebrate their next Sapphire Pin Earner, Leslie Hernandez! Leslie joined the Chuck E. family just 1 year ago, and she started making a difference in kids lives from day 1! Birthday parties are her passion as she makes each one that she serves extra special. Thank you Leslie for all you do, your Sapphire Pin is very much deserved!

~ Leslie was a great hostess. She always came around to check on us if we needed anything. We will definitely consider having our son's birthday party here due to her friendliness and generosity. ~

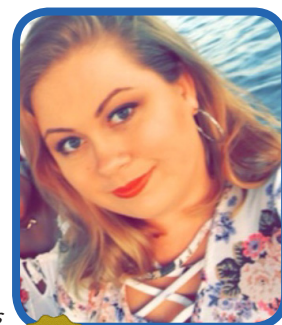
~ Leslie was great at assisting us & made it all so easy and enjoyable. ~

Congratulations to Cindy Light's Team in Torrance, CA as they recognize Samantha Norris for earning her Sapphire Pin! Samantha joined the Chuck E. family 5 years ago, and she loves hosting parties! She always ensures the birthday parents are having fun as well as the kids, interacting with them like family. Thank you Samantha for all you do, your Sapphire Pin is very much deserved!

~ Our host Sam was amazing. She made everything so easy and smooth. She was so friendly and always smiling. She was great! ~

~ So glad to have been assigned to Sam again. We had her last year and I was hoping we'd have her again. She is so helpful and attentive! ~

~ Host was very helpful. Catered to our needs and excellent service. Birthday boy had an awesome time and guests too. ~



MILESTONES-

- Reach and Achieve! -

Martha Ventura ~ 039

Sean Sanchez ~ 438

Ailyn Hernandez ~ 081

Brittany Porzio ~ 499

Vanessa Cordova ~ 362

Seth Dart ~ 660

Tameeka Mitchell ~ 772

Roberto Garcia ~ 422

Rickie Moore
SE Regional L&D Mgr
15 Years

Leanna Allen
Opening Coordinator #346
30 Years

Teresa Morales
Opening Coordinator #418
30 Years



Vilma Romani

Team Fairfax, VA #084
Susan Jensen, AD

~ Vilma was a great hostess. The renovated inside is an improvement, and the kids had a blast on the games. ~



Jacqueline Cedillo

Team Dulles, VA #654
Susan Jensen, AD

~ Jackie is fantastic, we're very happy with her, she is wonderful! ~



Breona Grissett

Team Largo, MD #532
Mike Svoboda, DM

~ I had a great Party Hostess Breona. She was very nice and attentive. ~



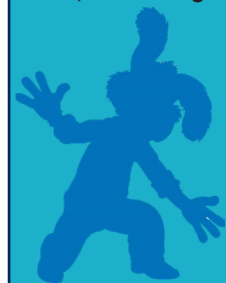
Reminder:

Continue to send in your Ruby Pin achievers to
learning@cecentertainment.com so they can be featured in the Focus!

DEAR CHUCK E...

- You're the BEST! -

I just wanted to compliment the staff, Angel (I think) was our party host and she was wonderful. She and the Manager constantly checked on us, they were so patient. Having 2 children, I've hosted and been to a lot of birthday parties and we thoroughly enjoyed this experience. Many parents were also expressing what fun they had. I love the free play option for my guests and I know the kids did as well. I'm a working single mother, this was so affordable and low stress. We may do this every year! Thank you Florence store, it was a great day!



Southeast
Florence, SC #658
RVP Bill Eich
DM Nestor Rivera
Sr. GM Sean Ford
Party Server Angel

I've been having parties at your chain for 15 years now between my two daughters. Today we celebrated my youngest daughter's 7th birthday at the Kemper Rd. location. I have to say that my experience this time was the best! The store Manager Tray has made this experience one to remember for our daughter and myself. He was very personable and displayed a positive attitude. Mr. Martin made this the easiest birthday for me. I was having a bad day when he initially called to confirm my reservations and speaking to him totally turned my day around. I cannot express how much I appreciate him and Maricielo making this day special for my daughter. His willingness to go the extra mile reaffirmed that there are still companies out there focused on great service. He's definitely made a lifelong fan out of me.



Northeast
Sharonville, OH #738
RVP Chris Kelly
DM Ali Elali
Sr. GM Jessica Peskin
Sr. Asst. Mgr Tray
Party Server Maricielo

We had my son's and my nephew's 5th birthday party yesterday and everyone (including the parents) had the best time. The party was great and the party host Elana made sure of that. She kept us updated about what was next but also let us decide what we wanted to do. She really made the party run smoothly. I just wanted her and especially management know that she did a great job and it was noticed by the other families in attendance as well.



Western
Roseville, CA #633
RVP Jim Brawley
AD Wayne Casey
GM William Agin
Party Server Elana

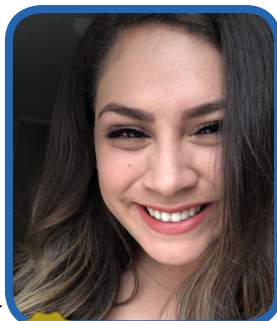
Congratulations to team Oceanside #045 as they celebrate their next Sapphire Pin earner, Genevieve Ortiz! Genevieve joined the Chuck E. family 3 years ago, and she LOVES parties! She is all about making above & beyond moments with the birthday stars, making them feel extra special on their birthday. Thank you

Genevieve for all you do, your Sapphire Pin is very much deserved!

~ I loved that the our Party Host Genevieve called me a couple days in advance to confirm, check my order, and make sure we had what we needed. I love that Genevieve made it easy for us to enjoy the party, the kids had a blast they were so attentive! I will say that the crew was happy, you can always tell when moral is bad in a business and that was not the case they were happy, responsive, professional, and so helpful! Best party we've had and least amount of stress. Thank you! ~

~ Genny was an amazing host. We have had many parties here, all wonderful but Genny went out of her way to make today extra special. What an asset to the company! ~

~ Great experience. Genny was an awesome help taking care of all requests. Can't wait for another birthday party! ~



THE MORE YOU KNOW...

Marketing

Halloween at Chuck E. Cheese!

Fall is quickly approaching and we all know what that means, HALLOWEEN!

We have got a lot of special offers and partnerships coming your way, including:

- 50 free tickets
- Spirit Halloween Partnership
- Third party delivery offer

For all the 'spook-tacular' details regarding all these special promotions, please refer to the communication sent out by L&D/Marketing



Risk Management

Tip of the Week:

Prepare for emergencies:

- Have an evacuation plan
- Know what to tell your guests
- Know where to meet in the case of an evacuation

Not sure of your restaurant procedures? Refer to your restaurant Crisis Manual for further details/instructions

Learning & Development

Secret Shopper Visits

The Secret Shopper time is coming up once again, so here are some useful tips to help you and your Team ready to impress and succeed to 100%!

- Food preparation: Make sure your food quality is 110%!
Remember; "If it's not a 10, make it again!"
- Prize Counter: Make sure your prize wall is 100% and everything is clear and easy for our guests!
Remember; Fast & easy experience = happy mom!



Audit

TIP OF THE WEEK

Expired food:
Check all day dots and throw away any expired food/product.

Don't Use It!



Sales Contest

Region Leaders

Southeast

Bradenton, FL #720
Ft. Wayne, IN #946
Houston Meadows, TX #571

Western

Bell, CA #446
Mississauga, ON #844
Regina, SK #872

Northeast

Bronx, NY #523
Hempstead, NY #527
Queens, NY #647



1 week to go!
Let's have a super
strong finish to the
contest!



CAREER GROWTH OPPORTUNITIES

General Manager

Anchorage, AK	589
Calgary, AB	874
Waterbury, CT	463
Orlando, FL	718
Springfield, MA	476
Reno, NV	316
Manchester, NH	472
N. Richland Hills, TX	579
Janesville, WI	728

Tech Manager

Little Rock, AR	671	Frederick, MD	770
Cerritos, CA	362	Lowell, MA	457
Laguna Hills, CA	378	Everett, MA	755
Macarthur Park, CA	397	Southgate, MI	713
San Jose, CA	404	Hattiesburg, MS	566
La Mesa, CA	405	Jersey City, NJ	484
Murrieta, CA	414	Union, NJ	542
National City, CA	439	Staten Island, NY	494
Hartford, CT	470	Patchogue, NY	496
Pembroke, FL	433	Howard Beach, NY	649
Douglasville, GA	613	Mayfield Heights, OH	547
Chicago, IL	063	White Settlement, TX	090
Indy Wash, IN	714		



peter
piper
pizza

Peter Piper Pizza

Foothills, AZ #1288

Tech Manager

To view all open Chuck E. Cheese positions, visit www.chuckecheese.com/careers

To view all open Peter Piper Pizza positions, visit <http://www.peterpipercareers.com/search-jobs.html>

